

DECLARATION AND POWER OF ATTORNEY

Attorney Docket No.
9D-EC-19348

As a below named inventor, I hereby declare that:

MAY 16 2002

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: **METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING**,
 the specification of which:

(check one) is attached hereto.
 was filed on January 10, 2000 as Application Serial No. 09/480,589,
 and was amended on _____.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations §1.56.

I hereby claim priority benefits under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112. I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

| <u>Application Serial No.</u> | <u>Filing Date</u> | <u>Status (patented, pending, abandoned)</u> |
|-------------------------------|--------------------|--|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

I hereby claim the benefit under Title 35, United States Code §119(e) of any United States provisional application(s) listed below:

| <u>Application Serial No.</u> | <u>Filing Date</u> | Additional provisional application numbers are listed on a supplemental priority sheet attached hereto. |
|-------------------------------|--------------------|---|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
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MAY 21 2002

OFFICE OF PETITIONS

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith. (*list name and registration number*)

H. Neil Houser (Reg. No. 28,859) and George Rideout, Jr. (Reg. No. 43,880), all of General Electric Company, Appliance Park 2-225, Louisville, KY 40225; Ronald E. Myrick (Reg. No. 26,315); Henry J. Policinski (Reg. No. 26,621), John F. Beninati (Reg. No. 40,510), of General Electric Company, 3135 Easton Turnpike, Fairfield, CT 06431; Jay L. Chaskin (Reg. No. 24,030) of 3135 Easton Turnpike, Fairfield, CT 06431; John S. Beulick (Reg. No. 33,338), Bruce T. Atkins (Reg. No. 43,476), Thomas M. Fisher (Reg. No. 47,564), Daniel M. Fitzgerald (Reg. No. 38,880), Patrick W. Rasche (Reg. No. 37,916), Robert B. Reeser III (Reg. No. 45,548), Gordon F. Sieckmann (Reg. No. 28,667), and Michael Tersillo (Reg. No. 42,180), all of Armstrong Teasdale LLP, One Metropolitan Square, St. Louis, MO 63102.

Send Correspondence to:
 John S. Beulick
 Armstrong Teasdale LLP
 One Metropolitan Square, Suite 2600
 St. Louis, MO 63102

Direct Telephone Calls To:
 John S. Beulick
 314-621-5070

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Attorney Docket No.
9D-EC-19348

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application and any patent issued thereon.

SOLE OR FIRST INVENTOR:

Full Name: Kevin Michael RuppeltSignature: K Michael Ruppelt Date: 5/6/02Residence: Louisville, KentuckyCitizenship: USAPost Office Address: 14304 Wakefield Place, Louisville, KY 40245

SECOND JOINT INVENTOR, IF ANY:

Full Name: Jeffrey Karl Skilling

Signature: _____ Date: _____

Residence: Westerville, OhioCitizenship: USAPost Office Address: 620 Big Rock Drive, Westerville, OH 43082

THIRD JOINT INVENTOR, IF ANY:

Full Name: Ian Killeen HeckmanSignature: Ian Killeen Heckman Date: 5/8/02Residence: Louisville, KentuckyCitizenship: USAPost Office Address: 520 Vineleaf Drive, Louisville, Kentucky 40222

FOURTH JOINT INVENTOR, IF ANY:

Full Name: Glenn William CornellSignature: Glenn Cornell Date: 5/8/2002Residence: Louisville, KentuckyCitizenship: USAPost Office Address: 6803 Fordham Lane, Louisville, KY 40291

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Attorney Docket No.
9D-EC-19348

FIFTH JOINT INVENTOR, IF ANY:

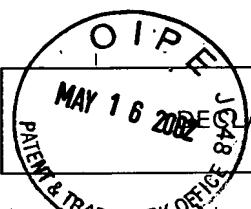
Full Name: Charles David Lowry

Signature: _____ Date: _____

Residence: New Albany, Indiana

Citizenship: USA

Post Office Address: 1058 Chapel Creek Trail, New Albany, IN 47150



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Signature: _____ Date: _____

Residence: Louisville, KentuckyCitizenship: USAPost Office Address: 14304 Wakefield Place, Louisville, KY 40245

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Full Name: Jeffrey Karl SkillingSignature: Jeffrey Karl Skilling Date: 4/30/02Residence: Westerville, OhioCitizenship: USAPost Office Address: 620 Big Rock Drive, Westerville, OH 43082

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